Travelling Persons Site
Annual Survey Results
2013

Results & Feedback
Overview
The annual Travelling Persons Site survey was carried out in November 2013. Surveys were carried out in person by Housing & Neighbourhood Services Assistants in Dunoon, Oban & Lochgilphead. Returns were low, with only 7 surveys completed, but this is in line with previous years.

The following graphs show the results of the returned questionnaires.

Is the rent charge for your pitch good value for money?
(One tenant did not answer)

Are you happy with the different ways you can pay your rent?
Have you been contacted by the Welfare Rights Officer?

- 3 No
- 3 Not answered
- 1 Yes

Are you happy with the ways you can contact ACHA?

- 6 Not answered
- 1 Yes

Do you think the frequency ACHA staff visit the site is...

- 2 Not answered
- 5 Just right
Would you like to be part of the Tenant's Consultation Register?

- Yes: 1
- Not answered: 1
- No: 4

Are you aware of ACHA's Complaints Policy?

- Yes: 6
- No: 1

Are you aware of Government plans to reform Welfare Benefits

- Yes: 6
- No: 1
Would you like us to contact you to offer Welfare Rights advice?

- No: 5
- Yes: 1
- (blank): 1

Would you like a Gypsy Traveller newsletter?

- No: 3
- Not answered: 3
- Yes: 1

Format

- Posted: 3

Frequency

- Annual: 1
- Twice per year: 2
The following comments were noted on the surveys. Names have been removed for the purpose of this report, but can be supplied if Management wish to respond directly.

**Question 7 - What do you think is good about your site?**

<table>
<thead>
<tr>
<th>Good about your site</th>
<th>Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nothing</td>
<td>Ledaig</td>
</tr>
<tr>
<td>Quiet</td>
<td>Torlochan</td>
</tr>
<tr>
<td>There is nothing good about this site</td>
<td>Duncholgan</td>
</tr>
<tr>
<td>Nursery for kids but would be good if it was on more than 2 days per week</td>
<td>Duncholgan</td>
</tr>
<tr>
<td>Somewhere to live</td>
<td>Duncholgan</td>
</tr>
<tr>
<td>Being settled and not having to move all the time</td>
<td>Duncholgan</td>
</tr>
<tr>
<td>Settled and don't have to keep moving</td>
<td>Duncholgan</td>
</tr>
</tbody>
</table>

**Question 8 - What do you think would improve your site?**

<table>
<thead>
<tr>
<th>Improvements</th>
<th>Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play park for children. Meeting place for adults &amp; children where activities can be held e.g. hut or chalet</td>
<td>Ledaig</td>
</tr>
<tr>
<td>A new site with larger units and a better road and better plumbing</td>
<td>Duncholgan</td>
</tr>
<tr>
<td>A playpark for kids</td>
<td>Duncholgan</td>
</tr>
<tr>
<td>Skips to put large rubbish in</td>
<td>Duncholgan</td>
</tr>
<tr>
<td>Cheaper rent</td>
<td>Duncholgan</td>
</tr>
</tbody>
</table>